




Communication: Giving and Receiving Feedback




Giving and Receiving Feedback

Session Components

- ★ Mindset Matters
- ★ Giving Feedback
- ★ Receiving Feedback
- ★ From the Bookshelf
- ★ Additional Resources

 As you engage in each section use the **FEEDBACK note sheet** to capture your learning and reflections. You will be prompted to make a copy of the document for your own use.



 Giving and Receiving Feedback This Quick Bite was designed to allow you to fully engage in the content at your own pace. As you progress through the Quick Bite professional learning module, use this note sheet to capture your learning and reflections. Use your learning and reflections to help guide your plan for professional growth.
Mindset Matters
BEFORE Exploring the Resources in this section: <ul style="list-style-type: none">• How would you define a GROWTH MINDSET?
AFTER Exploring the Resources in this section: <ul style="list-style-type: none">• How did your understanding of GROWTH MINDSET change or grow?• Why does MINDSET MATTER when it comes to giving and receiving feedback?• What action 1-2 action steps can you take to grow your GROWTH MINDSET, specific to giving and receiving feedback?

Mindset Matters

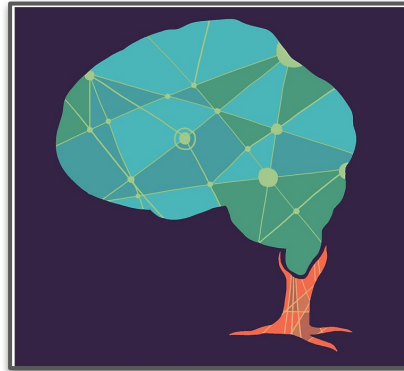
“Individuals who believe their talents can be developed
(*through hard work, good strategies, and input from others*)
have a growth mindset.”

- Harvard Business Review

WATCH 



READ 



DIG DEEPER &
REFLECT 

NURTURING A GROWTH MINDSET IN ADULTS 

Research by Carol Dweck, Ph.D. Professor of Psychology at Stanford is influencing significant movement in many fields including psychology, neuroscience, and education. To summarize her research—she's found that an individual's success is not predicated on just talent and abilities but also on how we think about our aspirations/goals and whether we utilize a fixed or growth mindset.

A fixed mindset maintains that all human qualities are innate, you're born with them or not. Whereas a growth mindset maintains that human qualities are adaptable, things that can be developed or changed overtime.

Dweck's research has proven that praise is not good for children. Praise can create approval-seeking behavior instead of children with enhanced self-esteem. Dweck has also found that praise can hamper risk-taking. Children who were praised for being smart when they accomplished a task chose easier tasks in the future. They didn't want to risk making mistakes. On the other hand, children who were "encouraged" for their efforts were willing to choose more challenging tasks when given a choice.

FIXED MINDSET
Intelligence and ability are fixed qualities from birth that cannot be changed significantly.

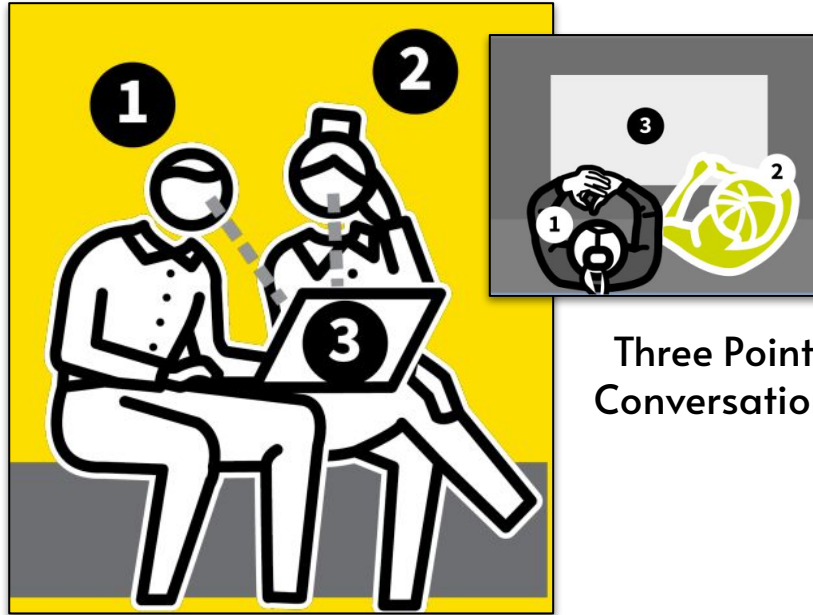
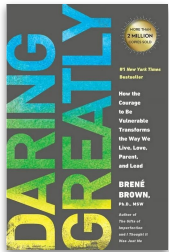
GROWTH MINDSET
Intelligence and ability can be developed with effort, strategies, and support.

LEVELING UP
Unlocking Potential

Communication: Giving Feedback

“I know I’m ready to give feedback when I’m ready to sit next to you rather than across from you.” – *Brene Brown*

The Engaged
Feedback
Checklist



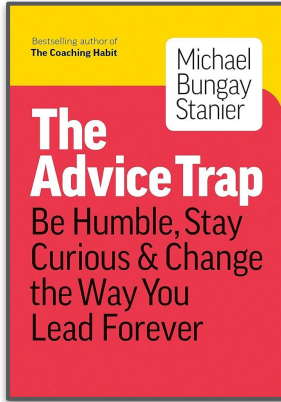
Three Point
Conversation

“Directing feedback at a colleague will invariably trigger personal feelings and private responses. But, by both people sitting side-by-side, they can look at a shared visual focus... Immediately the tone changes, becoming more friendly. That desired level of objectivity required for effective feedback is far more easily achieved in this dynamic.”

– Teaching WALKTHRU

Communication: Giving Feedback

Feedback ≠ Advice



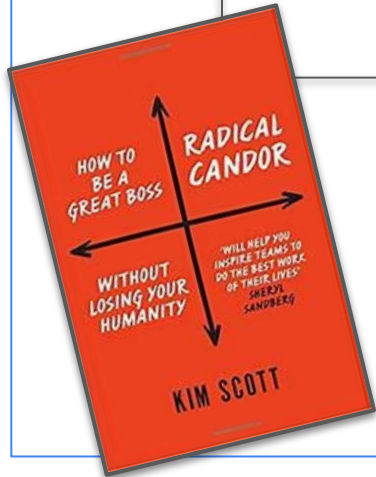
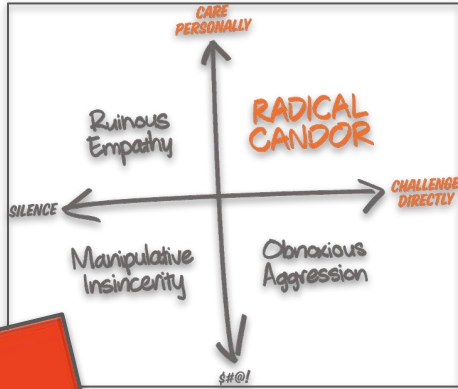
Beware of the Advice Monster:

“As soon as someone starts talking, our plan to be curious goes out the door and our Advice Monster looms out of our subconscious, rubbing its hands and declaring, ‘I’m about to add some value to *this* conversation. Yes. I. Am!’”

TIP: Approach [feedback as a mirror](#) instead of a laser pointer.

- Be curious and seek to understand
- Ask questions to guide a solution-focused discussion
- Provide support for growth vs a directive for fixing a problem

Communication: Receiving Feedback



READ

[Radical Candor Blog](#)

& [Strategies For Receiving Feedback Well](#)

6 TIPS for Taking Feedback Well

- Prepare Your Mind and Ask For It
- Don't Get Mad, Get Curious
- Label and Reappraise
- Don't Rely on Being Your Own Worst Critic
- Stop Trying to "Get an A"
- Follow Up

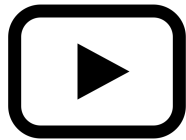
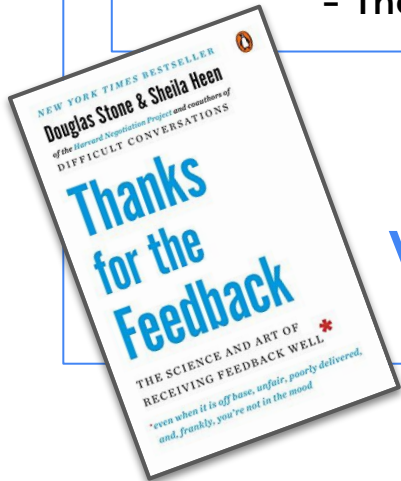
Communication: Receiving Feedback

“Feedback-seeking behavior... has been linked to higher job satisfaction, greater creativity on the job, faster adaptation in a new organization or role, and lower turnover. And seeking out negative feedback is associated with higher performance ratings.”

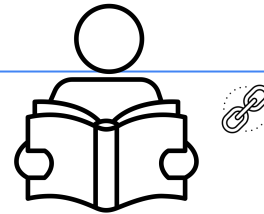
- Thanks for the Feedback

“Impact Players... solicited advice and asked for feedback before their managers and other stakeholders thought to give it... By asking early, we can get ahead of the feedback cycle... Feedback isn't seen as punitive; it becomes vital intelligence.”

- Impact Players



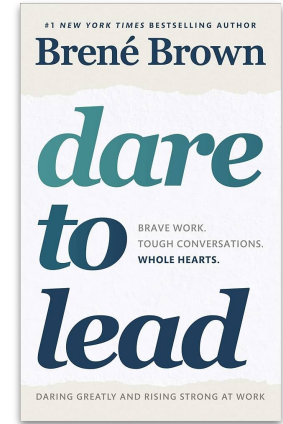
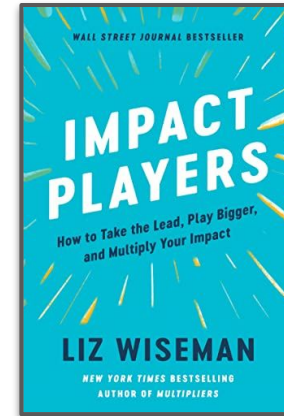
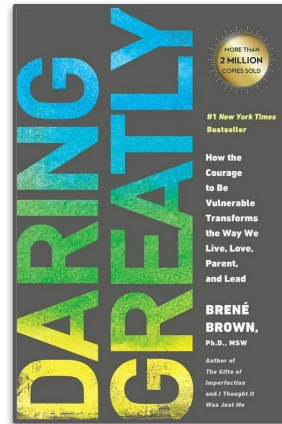
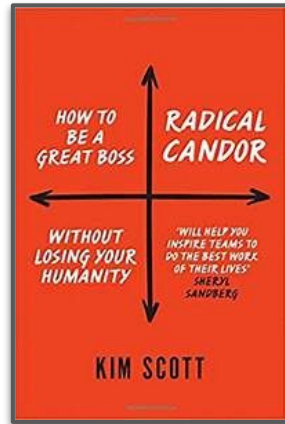
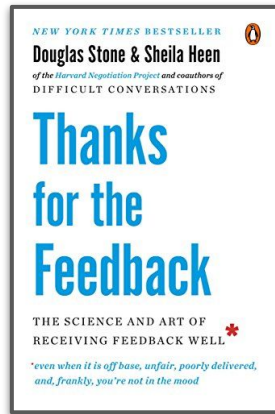
WATCH



READ

LEVELING UP
Unlocking Potential

From the Bookshelf



Additional Resources



Article: [Stop Serving the Feedback Sandwich](#)



Podcast: WorkLife with Adam Grant [How to Love Criticism](#)



Quick Guide: [Giving, Receiving, And Using Feedback](#)



Reference: [Coaching vs. Feedback](#)



Video: [Listening to Feedback](#)